



Procedure: Discrimination Complaints

Functional Area: XI Civil Rights

Section: E

Citation: 246.8 (a)(4) and 246.8 (b)

Approval Date: 6/2015

Revised Date: 10/2007

Purpose	Provide guidance on how to receive and file complaints regarding discrimination.
Right to File a Complaint	An applicant/client alleging discrimination based on race, color, national origin, age sex, or disability has the right to file a complaint.
Timeline for Filing Complaints	The individual has 180 days from the time of the alleged discriminatory action to file the complaint.
Accepting Complaints	All verbal or written complaints including anonymous complaints will be accepted. If a person is reluctant to put the allegation in writing the staff person to whom the allegation is made shall put the complaint in writing using the Integrity Screening Form found in the Sanction Forms procedure.
Documenting Complaints	<p>The following information shall be obtained:</p> <ul style="list-style-type: none">• Name, address and telephone number or other means of contacting the complainant.• The location where the service was being provided.• The nature of the incident that led to the complaint.• The basis for the complaint (race, color, national origin, age, sex or disability).• The name, title and addresses of individuals who may have information regarding the complaint.• The date(s) during which the discriminating action occurred.
Routing of Complaints	<p>A copy of all discrimination complaints received by local agency staff should be forwarded to the State Office who in turn will send them to the USDA Regional Office.</p> <p>All discrimination complaints will be sent to FNS by the State WIC Office within 5 days of receipt.</p>

Retention of Complaint	A copy of the complaint will be placed in the client's file and retained for 3 years.
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Discrimination Complaint Log	The State WIC Office will maintain a log of all discrimination complaints filed.
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Protection of Complainants	No person shall be intimidated, threatened, coerced, or discriminated against because they made a complaint or formal allegation, or testified assisted, or participated in any manner in an investigation, proceeding, or hearing. The identity of every complainant will be keep confidential, except to the extent necessary for purposes of any investigation, hearing, or judicial proceeding.
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